

YOUR TRICARE OPTIONS

If **TRICARE Prime** is your managed care option under UnitedHealthcare you will be assigned to a Primary Care Manager (PCM) who will manage all your healthcare needs. Prime referrals are first routed through the Military Treatment Facility (MTF) for appointment then to a civilian network provider if there is no capacity within the MTF. All specialty care and urgent care must have a referral *prior* to seeking care or you will initiate your **TRICARE Point of Service** benefit, possibly incurring out of pocket charges. **TRICARE Prime** offers benefits at the lowest cost. For Active Duty and their dependents there are no enrollment fees or co-pays when care is received outside the MTF with an authorized referral to an authorized Provider. For Retirees and their dependents there is a minimal enrollment fee and co-pay when care is received outside the MTF with an authorized referral.

TRICARE Standard may allow you more freedom to seek care without a referral, however published co-pays and deductibles may apply. For more information please call 1-877-988-9378 or visit the UnitedHealthcare website at www.uhcmilitarywest.com concerning your TRICARE options.

TRICARE for Life beneficiaries may seek care without referrals with civilian providers, however published co-pays and deductibles may apply. For more information please call 1-866-773-0404 or visit www.tricare4u.com.

MICARE

MiCare is a confidential online healthcare messaging system that allows patients to communicate directly with their healthcare team. You may use MiCare to request referrals from your Primary Care Manager. To register please access your MiCare account online at www.app.relayhealth.com

HOW DO I CHECK THE STATUS OF A PENDING NETWORK REFERRAL?

You can check the status of a pending network referral by calling United Healthcare Military & Veterans at **1-877-988-WEST (9378)**.

You may also visit: www.uhcmilitarywest.com to check your referral status. Registration is required on the site and takes just a few days to process.

TRAVEL

Prime beneficiaries enrolled to the MTF with an approved referral to specialty care more than 100 miles from their PCM may be entitled to reasonable reimbursement for travel expenses. Prior to travel, all beneficiaries should visit the TRICARE Operations / Referral Management office, located across from the Pharmacy.

Patient Referral Guide

Welcome to the
30th Medical Group (MDG)
Referral Management
Center

Vandenberg Air Force Base

THE REFERRAL PROCESS



Integrity - Service - Excellence

DEERS

KEEPING YOUR DEERS INFORMATION CURRENT

Failure to keep your DEERS information up to date may result in future denials or delay in care when you have appointments or referrals. DEERS should be updated whenever you have a life changing event such as marriage, death, divorce, birth* or adoption.

To update demographic information such as home address, email, or phone numbers you may call toll free **1-800-538-9552** or visit the website at **www.tricare.mil/DEERS**

*Children are automatically covered as TRICARE Prime beneficiaries for 60 days after birth as long as one other family member is enrolled in TRICARE Prime. However, to ensure that your child has continuous TRICARE Prime coverage on day 61 and after, you must take action within the first 60 days of birth:

First, register your child in the DEERS at the MPF, building 11777. A birth certificate or certificate of live birth from the hospital is required.

Second, enroll your child in TRICARE Prime via the Beneficiary Web Enrollment Web site available at www.tricare.mil/bwe. Or by submitting a TRICARE Prime Enrollment Form (DD Form 2876) to your regional contractor.

If you do not enroll your child in a TRICARE Prime option by day 61, he or she will be covered under TRICARE Standard and TRICARE Extra.

THE REFERRAL PROCESS

1. Patient Sees Primary Care Manager (PCM)



2. Patient Goes to Referral Management Center (RMC)



3. RMC Reviews Referral and Provides Further Guidance with Patient



4. Patient Contacts UnitedHealthcare After 3 Duty Days for Authorization



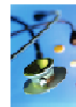
5. Patient Makes an Appointment with the Referred Provider



6. Patient Contacts RMC and Informs them of the Date/Time of their Appointment



7. Patient is Seen by Specialist



8. Specialist Report is Sent to RMC



9. RMC Sends Report to PCM



Please arrive to all specialty appointments approximately **30** minutes early. This will give time for additional paperwork to be completed prior to visit. Additionally, if you are unable to keep your appointment whether it is within the MTF or with a civilian network provider, as a courtesy, please call no later than 24 hours prior to appointment to cancel or reschedule. This will give the clinic the opportunity to offer that appointment to another patient.

SPECIALTY APPOINTMENT BOOKING

After making your appointment please call Referral Management Center at (805) 606-8624 to provide the following information:

- Your full name
- Sponsor's last four numbers of their social security number
- Name of the provider that your appointment is with
- Date and time of the appointment

This will ensure your results get back to the ordering provider and in your medical record.

OTHER HEALTH INSURANCE

For all other TRICARE beneficiaries with Other Health Insurance (OHI), TRICARE is secondary. For OHI questions, please call UnitedHealthcare 1-877-988-WEST. OHI must be reported to 30TH Medical Group Third Party Collections as well as UnitedHealthcare.